



EMPLOYMENT OPPORTUNITY

1. RPA #	8537-8538-8539 -
	DSA
ANALYST'S INITIALS	pmc
DATE	06/01/07

YOU MUST BE A PERMANENT OR PROBATIONARY STATE EMPLOYEE, A FORMER PERMANENT OR PROBATIONARY EMPLOYEE OR ON AN EMPLOYMENT LIST FOR THIS CLASSIFICATION IN ORDER TO APPLY FOR THIS POSITION.

CLASS TITLE Office Technician (General)	POSITION NUMBER 720-450-1138-902	TENURE PERMANENT	TIME BASE Intermittent-	CBID R-04	
OFFICE OF San Diego Regional Office	LOCATION OF POSITION (CITY or COUNTY) San Diego, CA			MONTHLY SALARY \$2,551 TO \$3,103	
SEND APPLICATION TO: Division of State Architect 16680 West Bernardo Drive San Diego, CA 92127 Attn: Patricia Painter	REPORTING LOCATION OF POSITION 16680 West Bernardo Drive, San Diego, CA 92127				
	SHIFT AND WORKING HOURS DAYS - 8 am – 5 pm				
	WORKING DAYS, SCHEDULED DAYS OFF MONDAY through FRIDAY, DAYS OFF: SAT/SUN				
	PUBLIC PHONE NUMBER (858) 674-5400	PUBLIC PHONE NUMBER () -	POST & BID FILE BY:		
	SUPERVISED BY AND CLASS TITLE Therese Jones, Supervising Program Technician II			FILE BY 06/15/07	

The DSA has THREE (3) vacant positions to fill.

SELECTION CRITERIA - -

- Please submit a completed State Application (STD 678) and resume to the address above.
- SROA/Surplus employees are encouraged to apply.
- Transfers, reinstatements, or recruitment from the employment list may be considered. Consideration may be given to applicants on another Department's employment list, provided the criteria are met to transfer the eligibility from the employment list to DGS' employment list.
- Applications will be evaluated based on eligibility and desirable qualifications and interviews may be scheduled.

DUTIES

ESSENTIAL FUNCTIONS

Scanning

In order to ensure DSA staff have access to approved project information at the satellite and regional offices, provide a final record set of approved plans within the five day time frame; utilizing verbal/written instructions and through skills and knowledge gained through education, vendor provided training and experience:

- Provide scanning services for conversion and filing of DSA project documentation at the regional office in order to produce a final record set of plans; using optical scanner equipment to scan various sizes of plans and documents, create document lists, track documents sent to third party scanning services and quality control of scans returned from external sources.
- Contact clients, and consultants who have scheduled a back check appointment and setup a post approval scanning appointment by telephone or email, based on priority.
- Determine the capacity to scan documents on any given day by entering information into e-Tracker indicating workload projection. Supervisor requires accurate information to schedule additional scanning and indexing resources as required.
- Schedule training for clients and consultants to learn the requirements of the process for submitting electronic, back check plans by scheduling training in e-Tracker and coordinating with IT staff to provide training as needed.

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In order to ensure that DSA staff are able to accurately identify project documents, and have access to accurate project status information; utilizing verbal/written instructions and through skills and knowledge gained through education, vendor provided training and experience:

- Provide data entry services for document indexing processes and e-Tracker project management application by cataloging scanned documents into a database according to DSA procedures.

Provide quality control of documents by viewing each document during the indexing process and resolve any problems to ensure that all documents are readable.

In order to ensure that DSA is able to deliver approved plans to clients after scanning and indexing; utilizing verbal/written instructions, and through skills and knowledge gained through education, vendor provided training and experience:

- Maintain approved record set tracking system in e-Tracker by logging receipt of record sets into e-Tracker.
- Verify that record sets have been received by clients, who choose to have their record sets shipped after scanning by contacting clients using a telephone or email.

In order to ensure that DSA is able to recover costs for scanning, indexing and shipping; utilizing verbal/written instructions, and through skills and knowledge gained through, training and experience:

- Enter number of drawings, scanning priority and shipping costs into e-Tracker.
- Generate invoice for recovery of scanning services.

Incoming Project Processing

In order to process incoming project submittals using the e-Tracker database, standard office procedures and the regulations governing the DSA program in Title 24, California Code of Regulations:

- Receives project documents for public school, essential services and state funded projects such as drawings, specifications, calculations, geological/soil reports, addenda, change orders, and deferred approvals upon delivery to the DSA office. Reviews received documents in order to determine if they apply to an existing project submittal or are a new submittal.
- Creates a project file for new submittals, verifies the accuracy of the project application and researches the project file number in the e-Tracker database and manual files for existing projects.
- Identifies the type and/or increment of the project and the accuracy and appropriateness of the documents and drawings received.
- Prepares supporting documents and obtains authorization from Intake Architect in order for client to receive approval of application from DSA..
- Applies date and identification stamps to appropriate documents. Records receipt of documents into e-Tracker database. Attaches identification tags to appropriate documents. Distributes documents to designated staff using mail delivery cart or places in staff mailbox as size allows.

In order to maintain an electronic record of project documents using an electronic database and the e-Tracker system:

- Maintains a log of outgoing plans following supervisor and manager requests. Prepares documents for shipment using UPS on-line services.
- Coordinates transmittal of original tracings to blueprint company for printing.
- Acknowledges receipt of file set of approved documents and records status in e-Tracker.
- Maintains record keeping system and controls both active and closed plan files.
- Inventories, boxes and coordinates shipments of closed plans and folders to SRC via UPS delivery.

In order to process incoming projects following office policy, procedures and regulations and departmental correspondence guidelines:

- Independently prepares a wide variety of outgoing correspondence to send to clients such as letters, memos, technical documents, and reports using good grammar and English and knowledge of the organization.
- Processes amending and refund letters to clients based on estimated cost as indicated in the applications using e-Tracker database.

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<p>Project File Maintenance & Verification In order to ensure that projects are correctly prepared for closing procedure upon approval from the District Structural Engineer (DSE):</p> <ul style="list-style-type: none"> • Maintains project files by verifying the accuracy and completeness of information contained therein using the e-Tracker database system and Reference Manual. • Files project-related documents in the project files (both electronic and hard copy) in order to comply with the requirements of the individual project designated on the Documents Required List for Project Certification (ORS-6). • Responds to client inquiries verbally and in writing in order to provide project status information, request documents, and acknowledge receipt of documents verbally and in writing by using telephone, fax and sending letters. • Enters project data information into e-Tracker database system in order to maintain an accurate electronic record of projects using personal computer (PC) according to the E-TRACKER Reference Manual. <p>MARGINAL FUNCTIONS Provides back up coverage to the front reception desk by receiving deliveries and greeting visitors in person and over the phone and directing callers and visitors to the appropriate division staff following established protocols.</p> <p>Attend meetings and training at the Regional Office to stay informed of the latest DSA processes and procedures for the functions of this position.</p> <p>KNOWLEDGE AND ABILITIES Knowledge of: Modern office methods, equipment, and procedures; and appropriate laws, rules, regulations, and policies of the State of California governing the DSA program.</p> <p>Ability to: Perform clerical and technical work; follow directions; evaluate situations accurately, and take effective action; learn and apply laws, rules, regulations, procedures, and policies; make arithmetic calculations with speed and accuracy; read and write English at a level required for successful job performance; meet and deal tactfully with the public, co-workers and/or clients, either face-to-face or by telephone.</p> <p>DESIRABLE QUALIFICATIONS Special Personal Characteristics</p> <ul style="list-style-type: none"> • Dependable and good attendance record. <p>Interpersonal Skills</p> <ul style="list-style-type: none"> • Ability to act independently and to work and contribute effectively in a team environment with all personnel. • Demonstrated tact and diplomacy in dealing with internal and external customers. • Dependable, reliable, adaptable and punctual. • Willingness to take direction from lead personnel. <p>Additional Qualifications</p> <ul style="list-style-type: none"> • Intermediate personal computer skills including electronic mail, word processing, spreadsheet and routine database activity. • Ability to communicate effectively with clients and employees at all levels both verbally and in writing. <p>WORK ENVIRONMENT, PHYSICAL OR MENTAL ABILITIES</p> <ul style="list-style-type: none"> • Professional office environment, business-casual dress according to current policy. • Read and interpret documents such as state regulations, statutes and procedure manuals. • Effectively communicate information both verbally and in writing. • Add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions, and decimals; compute rate, ratio and percent. • Interpret a variety of instructions furnished in written or oral form. • Solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. • Move objects up to 30 lbs, such as project drawings and files. 			